

Xtension Services, Inc

In order to ensure timely processing of subpoena and court order requests, **please mail or hand deliver a hard copy of all requests to:**

Xtension Services Inc  
Attn: Legal & Regulatory Department  
3340 West Market Street  
Akron, OH 44333

**Service of Process:**

Please be advised that Xtension Services requires a hard copy of all requests before responsive information will be furnished to the requesting agency or party.

**Expedited Requests:**

For circumstances that require expedited services, or to help facilitate an earlier return time, a copy of the request may be faxed to 866-540-8518, or emailed to [Legal@firstcomm.com](mailto:Legal@firstcomm.com), attn: Legal Department, for immediate processing. Records will be produced upon receipt of hard copy.

**General Response Time:**

For routine subscriber record requests, please allow up to 10 business days to respond from the date a subpoena is received. Additional time may be needed for requests requiring extensive Call detail records, multiple subscribers or non-routine records. Please note that fine tuning the length of time needed for call detail record searches to the smallest window possible can help us to provide the most on point results in the shortest amount of time.

**Release of Information:**

Due to FCC regulated CPNI (Customer Proprietary Network Information) laws and the sensitive nature of our customer's information, any individual or entity requesting records needed to comply with law enforcement activity or other legal matters must provide a proper subpoena or court order. Subpoenas citing improper information or individuals seeking information not contained in the original request, and without the submission of a subsequent subpoena, will not be supplied.

**Questions:**

Any additional questions regarding subpoena or court order requests can be directed to Jeffrey Giannantonio at 330-835-2459.